GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:123
ANSWERED ON:02.02.2017
Refund to Air Passengers
Sahu Shri Lakhan Lal

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the norms laid down to return booking amount of passengers who could not board the flight before take off;

(b) the time-frame, if any, fixed by the airlines for passengers to reach and wait at airport;

(c) the number of passengers who have been paid compensation due to cancellation and delay of flights during the last three years and the current year, year-wise; and

(d) the action taken against the erring airlines in each case and the corrective steps taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements, Section-3- Air Transport, Series M, Part-II on "Refund of Airline Tickets to Passengers of Public Transport Undertakings", wherein the conditions for refund of ticket purchased by persons/passengers have been specified.;

(b): DGCA has not issued any regulation in this regard. Airlines are specifying check-in time as per their experience and requirements. ;

(c): As informed by the scheduled domestic airlines, total number of passengers who have been paid compensation due to cancellation and delay of flights during 2014, 2015 & 2016 is placed at Annexure-I.;

(d): Under the provision of Civil Aviation Requirement Section 3, Series M, Part IV, airlines are required to pay the compensation in case of cancellation/delays of flights and no additional action than those specified in the CAR is envisaged by DGCA under the provisions of the Aircraft Act 1934 and the Aircraft Rules 1937 issued thereunder.